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OF THE PHILIPPINES )  
First Regular Session )

HOUSE OF REPRESENTATIVES  
H.B. No. 662



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Introduced by Representative Herminio Harry L. Roque Jr.

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**AN ACT  
PROVIDING FOR THE PROTECTION OF WORKERS  
IN THE CALL CENTER INDUSTRY**

EXPLANATORY NOTE

The Constitution, Article 13, Section 3, paragraphs 1 and 2 provide:

The State shall afford full protection to labor, local and overseas, organized and unorganized, and promote full employment and equal employment opportunities for all.

It shall guarantee the rights of all workers to self-organization, collective bargaining and negotiations, and peaceful concerted activities, including the right to strike in accordance with law. They shall be entitled to security of tenure, humane conditions of work, and a living wage. They shall also participate in policy and decision-making processes affecting their rights and benefits as may be provided by law.

“In all probability, work consists of an uninterrupted and endless sequence of similar conversations with customers she never meets. She has to concentrate hard on what is being said, jump from page to page on a screen, make sure that the details entered are accurate and that she has said the right things in a pleasant manner. The conversation ends and as she tidies up the loose ends, there is another voice in her headset. The pressure is intense because she knows her work is being measured, her speech monitored, and it often leaves her mentally, physically and emotionally exhausted.”<sup>1</sup> This is the typical call center agent experience. It is a mix of high

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<sup>1</sup> *An Assembly Line in the Head: Work and Employee Relations in the Call Center*, Taylor and Bain, Industrial Relations Journal, 30:2, p. 115 (1999).

pressure work, reversed work hours, above average paychecks, and a lifestyle that is *sui generis* to this profession.

The call center industry has been described as a sunshine industry in the Philippines, owing in no small part to the boom that it has experienced in the past decade. News reports place the expected revenue of the Philippines from voice-based customer support and sales for 2010 at \$5.7 billion. The Philippine \$9.5 billion<sup>2</sup> business process outsourcing (BPO) industry is also expected to overtake India's \$12.4 billion industry in five years. The Business Processing Association of the Philippines reported that their members employ around 400,000 workers.<sup>3</sup> Even International Labor Organization (ILO) Chief Lawrence Jeff Johnson recommended that Philippine graduates who are waiting for opportunities abroad should fill the manpower shortage in the BPO sector, particularly in call centers and medical transcription areas.<sup>4</sup>

While the BPO sector gives us all of these benefits, there is a need to balance the legitimate business interests of BPO companies with the labor rights of employees. A recent study by the ILO showed the perils of working in call centers. A study found that 42.6 percent of BPO employees in the Philippines work the night shift. This work schedule is linked to health and occupational safety concerns. Problems like sleep disorders; fatigue; eye strain; neck, shoulder and back pains; and voice problems are typical for these workers. 47.7 percent of Filipino BPO workers the authors surveyed suffered from insomnia, while 54 percent suffered from fatigue. Call centers employees were also found to have relatively low autonomy. Their jobs are described as "typically involving heavy workloads backed by performance targets and tight rules and procedures enforced by electronic monitoring which are known to produce high levels of work-related stress. Some of these psychological stress-inducing factors were harassment from irate clients; excessive and tedious workload; performance demands; monotony; and regular night work."<sup>5</sup>

A Swedish study estimates that call center operators spend an average of 1,300-1,400 hours a year sitting at the computer taking calls. Since their work areas are often structured in an

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<sup>2</sup> <http://www.gmanews.tv/story/183453/bpo-industry-eyes-faster-sales-growth-this-year>

<sup>3</sup> <http://newsinfo.inquirer.net/breakingnews/infotech/view/20091020-231204/RP-again-cited-as-top-outsourcing-site>

<sup>4</sup> <http://www.gmanews.tv/story/204278/i-lo-chief-tells-philipino-graduates-to-get-bpo-jobs>

<sup>5</sup> <http://www.dole.gov.ph/secondpage.php?id=1277>, citing *Offshoring and Working Conditions in Remote Work*, by Jon Messenger.

open-space plan, the resulting noise levels can be high. In 2003, researchers discovered that the average noise level was at a level that clearly disturbs concentration and can cause fatigue and headaches. Headphones utilized by operators are often not designed to block out the ambient noise. Moreover, suitable ergonomics for avoiding eye strain were found to be lacking.<sup>6</sup>

Another problem with the industry is the way it discourages unions.<sup>7</sup> Several surveys and research in Europe showed that unions do matter in the call center industry. It is in the very nature of call center work where the protection of trade unions is very much called for. The Communication Workers Union (CWU), for example, is the biggest union for the telecoms industry in the United Kingdom with 215,000 members. The CWU “exists to protect, advance and serve the interests of its members throughout the communications industry.”<sup>8</sup>

This bill seeks to better protect the interests and welfare of the workers in the BPO industry. It is in the interest of the BPO companies themselves to protect their workers who are their most important resource. Lower attrition rates and the attraction of more capable workers leading to a stronger BPO industry is what this bill seeks to accomplish.<sup>9</sup>



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<sup>6</sup> <http://www.eurofound.europa.eu/ewco/2005/04/SE0504NU02.htm>

<sup>7</sup> <http://www.mb.com.ph/articles/217612/solon-reveals-call-center-evils>

<sup>8</sup> <http://www.cwu.org/about-us.html>

<sup>9</sup> This bill was originally filed during the Fifteenth Congress, First Regular Session.



1 SECTION 3. *Definition of Terms.* – As used in this Act, the term:

2 (a) “Business Process Outsourcing” or “BPO” refers to the transfer of an  
3 organization’s non-core processes to a third-party who uses an information technology based  
4 service delivery, and in turn manages the selected process based on defined and measurable  
5 performance criteria;

6 (b) "Call center" is a type of BPO and refers to a centralized office for receiving and  
7 transmitting requests by telephone or Internet. Call center operations include, but are not limited  
8 to, the granting of incoming product support, information inquiries from consumers, and  
9 outgoing calls for telemarketing, clientele, product services, and debt collection;

10 (c) "Call center employee" shall refer to any person employed by a call center either  
11 in a temporary/probationary or permanent capacity;

12 (d) "Department" shall refer to the Department of Labor and Employment;

13 (e) "Secretary" shall refer to the Secretary of Labor and Employment;

14 SECTION 4. *Rights of Call Center Employees.* – Call center employees shall enjoy the  
15 following rights:

16 (a) The right to organize and join labor organizations;

17 (b) The right to a safe and healthy working environment which will facilitate optimal  
18 physical and mental health in relation to their work;

19 (c) Call center employees shall have at least a one (1) hour continuous meal break in  
20 the middle of every eight (8) hour shift;

21 (d) The right to privacy of call center employees shall be respected. The monitoring  
22 of personal phone calls shall not be allowed, and in the event that their official phone  
23 conversations are monitored, they must be informed of this at all times prior to the start of the  
24 monitoring process;

25 (e) For employees working in the night shift, they shall have the right to stay in a  
26 comfortable resting area within the employer’s premises until daybreak to ensure their safety;

27 (f) The right to be informed of the terms and conditions of their contract.

